Mark Henry Ryan Dennard Kevin O'Brien Stephen Holmes Ken Clark
County Judge Commissioner, Precinct 1 Commissioner, Precinct 2 Commissioner, Precinct 3 Commissioner, Precinct 4

#### SPECIAL MEETING-AGENDA November 18, 2013 – 9:30 AM

CONSENT AGENDA: ALL ITEMS MARKED WITH A SINGLE ASTERISK (\*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE COMMISSIONERS COURT. ANY COMMISSIONERS COURT MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation to participate in this proceeding shall, within three (3) days prior to any proceeding contact the County Judge's office at 722 Moody, Galveston, Texas 77550 (409) 766-2244.

#### Call to Order

#### **Consent Agenda**

- \*1. Submitted by the Auditor's Office:
  - a. Approval of Accounts Payable Checks dated 11/18/2013
- \*2. Canvass of the November 5, 2013 Constitutional Amendment Election as required by the Texas Election Code submitted by Chief Deputy County Clerk for Elections.

#### **Action Agenda**

- 3. Commissioner, Precinct 4
  - a. Consideration of approval of placing the Grants Management Section, including the management of the CDBG Non-Housing Grant, under the direction of the Director of Community Services.
- 4. Sheriff
  - a. Consideration of authorizing the County Judge to execute a Software Annual Maintenance Agreement between the County and CI Technologies, Inc. for use of CrimeNtel by the Galveston Sheriff's office submitted by County Legal on behalf of the Galveston Sheriff's Office.

#### **Adjourn**

#### **WORKSHOP AGENDA**

1 Discussion regarding criminal case tracking in Odyssey case management system.

#### **Appearances before Commissioners Court**

A speaker whose subject matter as submitted relates to an identifiable item of business on this agenda will be requested by the County Judge or other presiding court members to come to the podium where they will be limited to three minutes (3). A speaker whose subject matter as submitted does not relate to an identifiable item of business on this agenda will be limited to three minutes (3) and will be allowed to speak before the meeting is adjourned. Please arrive prior to the meeting and sign in with the County Clerk.

\*\*\*

#### AGENDA ITEM #2.

#### Total Voters — Unofficial Canvass Report —

# Galveston County — Constitutional Amendment Election — November 05, 2013

Page 1 of 42

Precincts Reporting 136 of 136 = 100.00%

11/13/2013 08:14 AM

Total Number of Voters: 10,243 of 0 = 0.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

Page 2 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

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Galveston County — Constitutional Amendment Election — November 05, 2013

Page 4 of 42

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# Galveston County — Constitutional Amendment Election — November 05, 2013

Page 5 of 42

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Constitutional Amendment Election — November 05, 2013 Galveston County —

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Galveston County — Constitutional Amendment Election — November 05, 2013

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# Galveston County — Constitutional Amendment Election — November 05, 2013

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# Galveston County — Constitutional Amendment Election — November 05, 2013

Page 9 of 42

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

Page 11 of 42

**11/13/2013 08:14 AM** Precincts Reporting 136 of 136 = 100.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters : 10,243 of 0 = 0.00%

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

Page 13 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters : 10,243 of 0 = 0.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

Page 14 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters: 10,243 of 0 = 0.00%

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#### Galveston County — Constitutional Amendment Election — November 05, 2013 Page 15 of 42

Total Number of Voters: 10,243 of 0 = 0.00%

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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**PROPOSITION 4** 

Galveston County — Constitutional Amendment Election — November 05, 2013

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Total Number of Voters: 10,243 of 0 = 0.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters: 10,243 of 0 = 0.00%

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#### 人名日本地震等等 人名英格兰 医牙唇 人名英格兰 人名英格兰 Canvass Report — Total Voters — Unofficial

# Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters: 10,243 of 0 = 0.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013 Canvass Report — Total Voters — Unofficial

Page 20 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters: 10,243 of 0 = 0.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM** Precincts Reporting 136 of 136 = 100.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

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PROPOSITION 6

Precincts Reporting 136 of 136 = 100.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

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PROPOSITION 6

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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**PROPOSITION 6** 

Galveston County — Constitutional Amendment Election — November 05, 2013

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**PROPOSITION 7** 

**11/13/2013 08:14 AM** Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Total Number of Voters: 10,243 of 0 = 0.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**PROPOSITION 8** 

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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# Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters : 10,243 of 0 = 0.00%

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**PROPOSITION 8** 

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Precinct	471-03	482	483	484	485	487	488	490	491	492	493	493-04	401	337-01	398-04	225 FWSD6	Totals

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters: 10,243 of 0 = 0.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

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11/13/2013 08:14 AM Precincts Reporting 136 of 136 = 100.00%

Total Number of Voters: 10,243 of 0 = 0.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters : 10,243 of 0 = 0.00%

Page 36 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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	Precinct	471-03	482	483	484	485	487	488	490	491	492	493	493-04	401	337-01	398-04	225 FWSD6 Totals	

Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters : 10,243 of 0 = 0.00%

Page 37 of 42

**11/13/2013 08:14 AM** Precincts Reporting 136 of 136 = 100.00%

					PROP	PROPOSITION					
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Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters: 10,243 of 0 = 0.00%

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Page 38 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters: 10,243 of 0 = 0.00%

Page 39 of 42

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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	<b>*************************************</b>	518	286	388	178	472	216	340	387 2785
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LION NC	Percent Turnout	%00.00	00.00	00.00%	00.00	00.00%	%00.00	00.00	%00.00
PROPOSITION NO. 1	Registered Voters	0	0	0	0	0	0	0	0
	Total Ballots Cast								393
	Election Ballots Cast	244	103	168	96	242	101	153	190
	Early Ballots Cast	278	180	220	82	232	112	193	200
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Galveston County — Constitutional Amendment Election — November 05, 2013

Page 40 of 42

**11/13/2013 08:14 AM** Precincts Reporting 136 of 136 = 100.00%

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Total Number of Voters : 10,243 of 0 = 0.00%

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Page 41 of 42

Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters : 10,243 of 0 = 0.00%

**11/13/2013 08:14 AM**Precincts Reporting 136 of 136 = 100.00%

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PROPOSITION NO. 3	Registered Voters	0	0	0	0	0	0	0	0	0
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	Election Ballots Cast						101			
	Early Ballots Cast	278	180	220	82	232	112	193	200	1497
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	Precinct	456	457	460	461	462	483	484	485	Totals

Galveston County — Constitutional Amendment Election — November 05, 2013

Total Number of Voters: 10,243 of 0 = 0.00%

Page 42 of 42

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		51	28	38	17	47	21	33	381
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4	ЯОЗ	352	211	271	102	301	137	232	235
TION NO.	Percent Turnout	%00.00	%00.00	%00.00	%00.00	%00.00	%00.00	%00.00	%00:00
PROPOSITION NO. 4	Registered Voters	0	0	0	0	0	0	0	0
	Total Ballots Cast								393
	Election Ballots Cast								190
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	Precinct	56	37	30	1	32	33	34	485

# AGENDA ITEM #4.a.

# ATTACHMENT B ANNUAL MAINTENANCE AGREEMENT

THIS SOFTWARE MAINTENANCE AGREEMENT ("Agreement") is made as of the Effective Date by and between CI Technologies, Inc. ("CIT"), a Florida corporation with offices located at 65 Seaside Capers Road, St. Augustine, Florida 32084, and the individual or entity identified as Customer on the signature page of this Agreement.

#### WITNESSETH:

WHEREAS, CIT has owns, licenses, and maintains certain "CrimeNtel" criminal intelligence software ("Software" as defined hereunder); and

WHEREAS, Customer and CIT have executed that certain Software License under which Customer obtained the right to use the Software; and

WHEREAS, Customer desires CIT to provide Customer with certain maintenance and user support services for the Software, subject to the terms and conditions of this Agreement.

NOW, THEREFORE, in consideration of the mutual benefits of the covenants and restrictions herein contained CIT and Customer hereby agree as follows:

#### ARTICLE I: RECITALS AND DEFINITIONS

<u>Section 1.01 -- Recitals:</u> The above recitals and identification of parties are true and correct.

<u>Section 1.02 -- Definitions:</u> The following definitions shall apply:

- (1) Acceptance Date: The term "Acceptance Date" shall mean the Acceptance Date as defined under the License.
- (2) <u>Access:</u> The term "access" and variants thereof shall mean to store data in, retrieve data from or otherwise approach or make use of (directly or indirectly) through electronic means or otherwise.
- (3) Associate: The term "Associate" shall mean an employee of CIT or independent contractor hired by CIT.
- (4) <u>Authorized Facility</u>: The term "Authorized Facility" shall mean the Authorized Facility as defined under the License.
- (5) <u>Authorized Person</u>: The term "Authorized Person" shall mean a person or organization who is authorized in writing by CTT to receive Confidential Information and who agrees to maintain the confidentiality of such Confidential Information.
- (6) <u>Cancellation Notice</u>: The term "Cancellation Notice" shall mean that written notice sent by one party to this Agreement to the other party to this Agreement seeking to cancel this Agreement because of breach by such other party.
- (7) <u>Computer</u>: The term "Computer" shall mean the "Computer" as defined under the License.
- (8) <u>Confidential Information</u>: The term "Confidential Information" shall mean all information disclosed by CIT to Customer which is identified by CIT as proprietary or confidential at the time such information comes into the possession or knowledge of Customer and which is not: (i) already known to Customer; (ii) in the public domain; (iii) conveyed to Customer by a third party; (iv) released by CIT without restriction; (v) independently developed by Customer; and (vi) required by law or by court order to be released by Customer. For purposes of this definition, Confidential Information shall be deemed to include all information concerning this Agreement and the Product.

- (9) <u>Defect:</u> The term "Defect" shall mean programming or software design errors which substantially impair the performance, utility and functionality of the Software on the Computer as represented in the Documentation.
- (10) <u>Delivery Date</u>: The term "Delivery Date" for an Update, Upgrade or Enhancement shall mean the date CIT delivers such Update, Upgrade or Enhancement to Customer.
- (11) <u>Documentation</u>: The term "Documentation" shall mean that certain user's guide for the Software, including Supplements thereto.
- (12) <u>Effective Date</u>: The term "Effective Date" shall mean the date this Agreement is signed by CIT or Customer, whichever is later.
- (13) <u>Enhancement</u>: The term "Enhancement" shall mean the object code for modifications to the Software which improve or expand the functionality or features of the Software as requested by Customer in writing and expressly approved by CIT.
- (14) <u>Fee Schedule</u>: The term "Fee Schedule" shall mean that certain fee schedule attached hereto as Exhibit A and by this reference incorporated herein.
- (15) <u>Implement</u>: The term "implement" and variants thereof (including, but not limited to, the terms "implementation," "implementing" and "implemented") shall mean to load and make available for user access and use.
- (16) <u>Initial Term</u>: The term "Initial Term" shall mean that period of time starting on the Effective Date and continuing for one year.
- (17) <u>License</u>: The term "License" shall mean that certain Software License between CIT and Customer under which CIT granted Customer a license to use the Software.
- (18) <u>Maintenance Services</u>: The term "Maintenance Services" shall mean those certain defect resolution, Update and telephone support services for a Maintenance Term as provided under Article II of this Agreement.
- (19) <u>Product</u>: The term "Product" shall mean the Software and Documentation.
- (20) <u>Remote Access</u>: The term "Remote Access" shall mean a remote telecommunications network, wide area network, time sharing service, online service, electronic bulletin board service, Internet and Intranet (including, without limitation, other Internet or Intranet enabled) access to the Software.
- (21) <u>Software</u>: The term "Software" shall mean the term "Software" as defined under the License, including Enhancements, Updates and Upgrades thereto, as provided to Customer by CIT.
- (22) <u>Supplement</u>: The term "Supplement" shall mean modifications or updates to the Documentation.
- (23) <u>Support Services</u>: The term "Support Services" shall mean those certain consulting, implementation support, training and ad-hoc services provided to Customer by CTT in connection with the Software.
- (24) <u>Term</u>: The term "Term" shall mean a period of time starting on the Effective Date and continuing until this Agreement is terminated or canceled as provided under Article VI of this Agreement.
- (25) <u>Unauthorized Access</u>: The term "Unauthorized Access" shall mean any access to the Product except for the exclusive purposes of 1) evaluating the performance, utility and functions of the Product, 2) training employees of Customer in the use of the Product, 3) technical support of the product by employees of the Customer, and 4) use of the product by employees of the customer.
- (26) <u>Unauthorized User</u>: The term "Unauthorized User" shall mean any individual who accesses the Product except for: (1) employees of Customer authorized by Customer to access the Product for the exclusive

purposes of evaluating the performance, utility and functions of the Product, and training employees of Customer in the use of the Product and (2) Authorized Persons.

- (27) <u>Update</u>: The term "Unauthorized User" shall mean any individual who accesses the Product that is not an employee of the Licensee.
- (28) <u>Upgrade</u>: The term "Upgrade" shall mean the object code for an upgrade to the Software which improves or expands the functionality or features of the Software as made available by CIT in conjunction with the maintenance services provided under this agreement.
- (29) <u>Upgrade Fee</u>: The term "Upgrade Fee" shall mean the same as maintenance fee for the purposes of this agreement.

# ARTICLE II: MAINTENANCE SERVICES

<u>Section 2.01 – Provision of Technical Support</u>: During the Maintenance Term, CIT shall provide technical support services as outlined in Exhibit 1 "Provision of Technical Support Services".

<u>Section 2.02 -- Updates:</u> During the Maintenance Term, CIT shall deliver Updates to Customer within sixty (60) days after the date that such Update is released by CIT. Except as otherwise agreed to by CIT in writing, Customer shall implement Updates on the Computer. Updates shall be deemed accepted by Customer on the Delivery Date.

<u>Section 2.03 -- Telephone Consultations</u>: During the Maintenance Term, CIT shall provide Customer with telephone consultations in answering questions concerning use of the Software. All such telephone consultations shall be for the period from 8:30 a.m. through 5:30 p.m. PST (excluding holidays).

# ARTICLE III: SUPPORT SERVICES

<u>Section 3.01 -- Enhancements</u>: Upon discovering a desired Enhancement for the Software, Customer may request development of the Enhancement. Any such request shall be submitted to CIT verbally or in writing. Development of any such Enhancement shall be subject to the sole and exclusive discretion of CIT. Any service provided by CIT in developing any such Enhancement may be provided at the time and materials rates of CIT prevailing at the time such services are rendered as approved by CIT, subject to Customer's budgeted appropriations. Except as otherwise agreed to by CIT in writing, Customer shall implement Enhancements on the Computer. Enhancements shall be deemed accepted by the Customer on the Delivery Date.

<u>Section 3.02 -- Upgrades</u>: CIT shall inform Customer of the availability of an Upgrade within sixty (60) days after the date such Upgrade is released by CIT.

<u>Section 3.03 -- Acceptance</u>: Services provided by CIT under this Agreement shall be deemed delivered by CIT and accepted by Customer upon performance.

<u>Section 3.04 -- Cooperation</u>: Customer shall cooperate with CIT by providing CIT information concerning the Software and the Computer, as may be reasonably requested by CIT from time to time, and by granting CIT reasonable access to the personnel, facilities, computers, computer software and data of Customer only for purpose of performing this Agreement.

<u>Section 3.05 -- Schedule Restrictions</u>: The services to be provided by CTT under this Agreement shall be performed only during the hours of 8:30 a.m. through 5:30 p.m. PST, Monday through Friday (excluding holidays), unless otherwise provided (as determined exclusively by CTT).

#### ARTICLE IV: LICENSING

<u>Section 4.01 -- License Grant</u>: CIT hereby grants to Customer a non-exclusive and non-transferable license to use the Software on the Computer at the Authorized Facility and to use the Documentation at the Authorized Facility for the Term, subject to the terms and provision of this Agreement and the License.

<u>Section 4.02 -- Risk of Loss</u>: Customer shall assume risk of loss to an Enhancement, Update or Upgrade as of the Delivery Date for such Enhancement, Update or Upgrade.

<u>Section 4.03 -- Authorized Use</u>: Customer shall prevent Unauthorized Users from accessing the Product. Customer shall prevent Unauthorized Access to the Product. Customer shall promptly inform CTT of any and all Unauthorized Access (or suspected Unauthorized Access) and Unauthorized Users (or suspected Unauthorized Users) of which Customer has knowledge or suspicion.

<u>Section 4.04 -- Site Restriction</u>: Customer shall use the Software only on the Computer and only at the Authorized Facility. Excepting access by CTT, Customer shall prevent Remote Access.

#### ARTICLE V: PAYMENT

<u>Section 5.01 -- Maintenance Fee</u>: The Maintenance Fee for the Initial Term shall be the amount of money set forth in the Fee Schedule, Exhibit A. Thereafter, CIT shall invoice Customer for the Maintenance Fee, as identified in Exhibit A for a Maintenance Term by providing Customer at least thirty days written notice in advance of the first day of such Maintenance Term. In order to renew the Maintenance Term, Customer shall pay the invoiced Maintenance Fee for each such Maintenance Term within thirty (30) days of receipt of invoice.

<u>Section 5.02 -- Upgrade Fee</u>: The upgrade shall be considered part of the annual maintenance fee.

<u>Section 5.03 -- Enhancements</u>: Enhancement services shall be performed at the discretion of CIT or at the time and materials rates of CIT prevailing at the time such services are rendered as approved by CIT subject to Customer's budgeted appropriations.

<u>Section 5.04 -- Support Services</u>: Support Services and any other services provided by CIT which are not provided for under this Agreement shall be invoiced to Customer by CIT at the time and material rates of CIT prevailing at the time the services are rendered plus actual travel and per diem costs incurred by CIT in providing such services.

#### ARTICLE VI: TERMINATION

<u>Section 6.01 -- Termination Limitations</u>: This Agreement shall only be terminated and canceled as provided under this Article VI.

Section 6.02 -- Term: This Agreement shall be valid for the Term.

<u>Section 6.03 -- Maintenance Term and Renewal</u>: Subject to payment of the Maintenance Fee, CIT shall provide Maintenance Services to Customer for the Maintenance Term. Subject to payment of the Maintenance Fee, the Maintenance Term shall renew on the next succeeding anniversary of the Acceptance Date, for ten one-year optional periods, unless the Maintenance Term is earlier terminated or canceled as provided under this Agreement. Termination or cancellation of this Agreement shall terminate or cancel (as the case may be) the Maintenance Term.

<u>Section 6.04 -- Termination</u>: Either party may terminate this Agreement for convenience upon providing ten days advance written notice to the other party.

<u>Section 6.05 -- Cancellation for Cause</u>: If Customer violates its obligations under this Agreement, CIT may cancel this Agreement by sending Cancellation Notice describing the noncompliance to Customer. Upon receiving Cancellation Notice, Customer shall have ten days from the date of such notice to cure any such noncompliance. If such noncompliance is not cured within the required ten day period, CIT shall have the right to cancel this Agreement as of the eleventh day after the date of the Cancellation Notice.

<u>Section 6.06 -- Nonpayment</u>: Notwithstanding anything to the contrary hereunder, Customer failure to pay any amount when due shall be sufficient cause for cancellation of this Agreement as provided under Section 6.05. The

Maintenance Term shall not renew if Customer fails to pay any invoiced Maintenance Fee as provided under Section 5.01.

<u>Section 6.07 -- Payment</u>: Termination or cancellation of this Agreement shall not relieve Customer from any payment obligation under this Agreement. All payment obligations of Customer under this Agreement shall survive termination and cancellation of this Agreement. This paragraph is subject to Customers approved budgetary appropriations.

<u>Section 6.08 – Reinstatement</u>: If this Agreement is terminated, Customer may have the Agreement reinstated upon payment of all applicable Maintenance Fees for previous Maintenance Terms. Reinstatement of this Agreement shall be subject to the exclusive discretion of CIT.

#### ARTICLE VII: WARRANTY

<u>Section 7.01 -- Service Warranty</u>: The services to be provided by CIT hereunder shall be performed in a timely and professional manner by qualified software personnel familiar with the Software and shall conform to the standards generally observed in the industry for similar services.

<u>Section 7.02 -- Express Warranties</u>: Customer hereby acknowledges and agrees that CIT (including officers, employees, agents, directors and independent contractors of CIT) has not made or granted any express warranties concerning the Product and services hereunder except for the service warranty of Section 7.01.

SECTION 7.03 -- WARRANTY LIMITATION: THE SERVICE WARRANTY OF SECTION 7.01 IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES OF MERCHANTABILITY. EXCEPTING THE SERVICE WARRANTY EXPRESSLY ACKNOWLEDGED HEREUNDER, CIT HEREBY DISCLAIMS AND CUSTOMER HEREBY WAIVES ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES OF MERCHANTABILITY.

<u>Section 7.04 -- Software Modifications:</u> If the Software is modified by any party other than CIT, CIT shall be discharged from any further obligations under this Agreement. Any such discharge shall not affect the obligations of Customer which shall be continuing and binding despite such discharge.

<u>Section 7.05 – Indemnification</u>: If final judgment is entered against Customer for claims that the Software violates trade secrets, proprietary information, trademark, copyright or patent rights of a third party, in addition to any other remedies available to Customer CIT shall perform one or more of the following actions (as determined by CIT) within one year of the date judgment in favor of such third party's claim is rendered by a court of competent jurisdiction:

- (1) Replacement: Replace the Product with a non-infringing software product of equivalent functional and performance capability;
- (2) <u>Modification</u>: Modify the Product to avoid the infringement without eliminating the functional and performance capabilities of the Product;
- (3) <u>Obtain License</u>: Obtain a license for use of the Product from the third party claiming infringement for use of the Product.

If a third party claims that Deliverable Materials CIT provides to Customer infringe that third party's patent or copyright, CIT will defend Customer against that claim at its expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by CIT, provided that Customer:

(1) promptly notifies CIT in writing of the claim; and

subject to Customer's approval, not to be unreasonably withheld, allow CIT to control, and cooperate with CIT in, the defense and any related settlement negotiations.

<u>Section 7.06 -- Limitation of Damages</u>: CIT shall not be liable to Customer under this Agreement or in connection with the Product for any lost profits or consequential, exemplary, incidental or punitive damages, regardless of whether CIT has been advised of the possibility of such damages in advance or whether such damages are reasonably foreseeable.

<u>Section 7.07 -- Force Majeure</u>: CIT shall not be liable for any failure to perform its obligations under this Agreement because of circumstances beyond the control of CIT, which such circumstances shall include (without limitation) natural disaster, terrorism, riot, sabotage, labor disputes, war, any acts or omissions of any government or governmental authority, declarations of governments, transportation delays, power failure, computer failure, telecommunications failure, and any events reasonably beyond the control of CIT.

#### ARTICLE VIII: INTELLECTUAL PROPERTY

<u>Section 8.01 -- Ownership and Title</u>: Title to the Product including ownership rights to patents, copyrights, trademarks and trade secrets in connection therewith shall be the exclusive property of CIT. Customer hereby acknowledges and agrees that Customer shall not have or accrue any title or ownership interests to the Product, including any ownership rights to patents, copyrights, trademarks and trade secrets therein.

<u>Section 8.02 -- Confidential Information</u>: Customer shall maintain Confidential Information in strict confidence. Customer shall not disclose Confidential Information except to Authorized Persons. Customer shall not duplicate, use or disclose Confidential Information except as otherwise permitted under this Agreement. Customer shall not make Confidential Information available for public review. The Product shall be deemed Confidential Information of CIT. This section is subject to Section 8.03 of this Agreement.

Section 8.03 – Public Records: CIT acknowledges that the Customer is a public entity as defined by Texas state law, and as such, it is subject to the Texas Public Information Act and other applicable law.

<u>Section 8.04 -- Trade Secrets</u>: Customer hereby acknowledges and agrees that the Confidential Information derives independent economic value (actual or potential) from not being generally known to other persons who can obtain economic value from its disclosure or use and from not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use; is the subject of reasonable efforts by CIT under the circumstances to maintain its secrecy.

<u>Section 8.05 -- Reverse Engineering</u>: Customer shall not reverse engineer the Software and shall not allow the Software to be reverse engineered.

<u>Section 8.06 -- Backup Copy</u>: Customer may create copies of the Software at the Authorized Facility only for routine archival or backup purposes. Customer may store backup copies at the Authorized Facility and other locations selected by Customer.

<u>Section 8.07 -- Copies</u>: Except as provided in Section 8.05, Customer shall not copy the Product and shall not allow the Product to be copied without the prior written consent of CTT.

<u>Section 8.08 -- Modifications</u>: Customer shall not modify the Product and shall not allow the Product to be modified without the prior written consent of CIT. Customer shall not use the Product or any materials incident thereto to develop computer software without the prior written consent of CIT.

<u>Section 8.09 -- Continuation</u>: The terms and provisions of this Article VIII shall survive termination and cancellation of this Agreement.

#### ARTICLE IX: MISCELLANEOUS

<u>Section 9.02 -- Public Announcement</u>: All public announcements of the relationship of CIT and Customer under this Agreement shall be subject to the prior written approval of CIT and CIT. CIT shall have the right to use the name of Customer as a reference for marketing purposes in connection with the Product, provided that any such reference shall specifically provide that the Customer, as a public agency, makes no endorsement regarding this or any other product..

<u>Section 9.03 -- Entire Agreement</u>: Excepting the License, this Agreement contains the entire understanding of the parties and supersedes previous verbal and written agreements between the parties concerning licensing of the Product. In the event of a conflict, discrepancy, or inconsistency between this Agreement and any other agreement, the terms and provisions of this Agreement shall prevail and control.

<u>Section 9.04 -- Amendments and Modifications</u>: Alterations, modifications or amendments of a provision of this Agreement shall not be binding and shall be void unless such alteration, modification or amendment is in writing and signed by CIT and Customer.

<u>Section 9.05 -- Severability</u>: If a provision of this Agreement or a portion of a provision is rendered invalid, the remaining provisions or portions thereof shall remain in full force and effect.

<u>Section 9.06 -- Captions</u>: The headings and captions of this Agreement are inserted for reference convenience and do not define, limit or describe the scope or intent of this Agreement or any particular section, paragraph, or provision.

<u>Section 9.07 -- Counterparts</u>: This Agreement may be executed in multiple counterparts, each of which shall be an original, but which together shall constitute one and the same instrument.

<u>Section 9.08 -- Governing Law</u>: This Agreement is governed by the laws of the State of Texas.

<u>Section 9.09 -- Notice</u>: Notices shall be in writing. Notices shall be deemed delivered when delivered by Certified Mail or by hand to the address set forth below for CIT and to the address set forth on the signature page of this Agreement for Customer. Notice shall be deemed given on the date of receipt - as evidenced in the case of Certified or Registered Mail by Return Receipt.

<u>CIT</u>: <u>Address</u>:

CI Technologies, Inc. 65 Seaside Capers Road

St. Augustine, FL 32084

<u>Section 9.10 -- Pronouns/Gender</u>: Pronouns and nouns shall refer to the masculine, feminine, neuter, singular or plural as the context shall require.

<u>Section 9.11 -- Waiver</u>: Waiver of breach of this Agreement shall not constitute waiver of another breach. Failing to enforce a provision of this Agreement shall not constitute a waiver or create an estoppel from enforcing such provision. Any waivers of a provision of this Agreement shall not be binding and shall be void unless such waiver is in writing and signed by the party waiving such provision.

<u>Section 9.12 -- Relationship of the Parties</u>: Nothing herein shall be construed as creating a partnership, an employment relationship, or an agency relationship between the parties, or as authorizing either party to act as agent for the other. Each party shall maintain its separate identity.

<u>Section 9.14 -- Assurances:</u> Each party hereby represents and warrants that all representations, warranties, recitals, statements and information provided to each other under this Agreement are true, correct and accurate as of the Effective Date to the best of their knowledge.

<u>Section 9.15 -- Litigation Expense</u>: In the event of litigation arising out of this Agreement, each party shall pay its own costs and expenses of litigation or arbitration.

IN WITNESS WHEREOF, this Agreement has been executed as of the Effective Date.
CIT:
CI Technologies, Inc.  By: Martines Black  By:
Date: NOV 11, 2013
CUSTOMER, COUNTY OF GALVESTON, TEXAS
By: Mark A. Henry, County Judge
ATTEST:
By: Dwight Sullivan, County Clerk
Date:
GALVESTON COUNTY SHERIFF OFFICE
By: Henry Trochessett, County Sheriff
Date:

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#### **EXHIBIT A**

### To Software Maintenance Agreement

#### FEE SCHEDULE

- (1) Annual <u>Maintenance Fee</u>: Annual maintenance is provided at no charge during the first 12 months after product installation, and is charged on an annual basis thereafter in order for it to remain in-effect.
- (2) CI Technologies reserves the right to increase annual maintenance by an amount not to exceed 2% per year.

Item Maintenance
CrimeNtel Windows and Web versions
Annual maintenance for unlimited-use Site
License \$ 19,000.00

#### Exhibit 1 - Provision of Technical Support Services

While the annual maintenance agreement is in-effect, CI Technologies will provide technical support to Galveston County Sheriff Office as follows:

Availability: Via our 1-800 number and personal cell phones during normal working hours. Also, e-mail for lower priority issues. We will make ourselves available after working hours if a high priority problem is pending.

Two hours response time to medium and high priority calls. We will respond to call or e-mails related to training or usage issues within 24 hours.

The following escalation procedures will be employed to insure an appropriate response to any interruption of service in order to minimize downtime. Problems are addressed quickly during the hours of 8:30 a.m. through 5:30 p.m. PST, Monday through Friday excluding Holidays and weekends.

#### General problem reporting and resolution procedures

When an problem is encountered during regular business hours, the following steps will be performed:

Customer should first contact the CrimeNtel designated coordinator of Customer. This will be a person in either the IA or IT areas who is most familiar with CrimeNtel, or such other person as designated by the Customer.

(Please note: Users are also welcome to call CI Technologies directly, but including the CrimeNtel designated coordinator in problem resolution is desired.)

If the problem requires assistance from CI Technologies, they will be contacted at this point. Otherwise, the Galveston County Sheriff Office CrimeNtel designated coordinator will attempt to correct the problems. The CrimeNtel designated coordinator will verify network connects, resolve printer problems and any desktop issues associated with using CrimeNtel.

If <u>Customer</u> staff are unable to determine the cause of the failure, the CrimeNtel designated coordinator will contact CI Technologies. CI technologies will be notified through E-Mail and/or phone.

CI Technologies resources will work with the Customer to diagnose the problem. After investigating the issue, CI Technologies and the Customer will jointly categorize the problem into:

Type of Problem	Ownership
Server Hardware Problem	IT
Desktop Hardware Problem	П
Network Communication	П
Isolated Workstation Issue	П
Database Performance/storage	CI Technologies
Application or software related	CI Technologies

#### Problem Definition and Priority:

The following table provides a list of the types of problems that can be experienced. CI Technologies is responsible for (but not limited to):

Description of Problem	Category	Priorty
All services unavailable: (County Wide)	Showstopper	High
The system is unavailable.		

Description of Problem	Category	Priority
Cases cannot be processed.		
Efficiency/Performance/Throughput: System is functional but does not match the performance criteria.	Showstopper	High
System not performing as specified: Functions are not executing correctly and are stopping cases from being processed. No workaround available.	Showstopper	High
User Error: Problem reported by user that was a result of user error or misunderstanding. Isolated workstation failure.	Training Issue/Questions	Low
Enhancement: System does not perform the required functionality. Functionality was not within requirements.	Enhancement - These will be added to the enhancement list and addressed with CI Technologies as needed.	Low
System not performing as specified (workaround available). An error is experienced but the problem can be worked around.	Workaround Available Complex workaround Decrease in system's efficiency/performance/ throughput Decrease in user/department's efficiency in completing tasks	Medium
	Workaround available Easy to implement workaround. No impact on system performance No impact on user/department's efficiency	Low

# Support Restore Requirements

The following table provides restoration times in case of a problem:

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High	Response within 2 hours of contact.
	Resolution within 6 hours from time of notifying the vendor contact(s) through voice mail (first level support contact) and/or e-mail.
	If feasible, CI Technologies will provide after hours support into the evening or during early morning hours.
Med	Resolution within 2 business days from time of notifying the vendor contact(s) through voice mail (first level support contact) and e-mail to the entire list.
Low	No resolution time designated. Added to enhancement list or addressed through updates to user documentation.

Future releases are supported in the above manner as long as the annual maintenance agreement is in-effect.

We provide a 24 hour toll free product support line with either a person or voice mail answering. From 8:30 AM - 5:30 PM PST a person is will answer.

Old releases are supported up to 2 years after release of succeeding versions. Please note that customers with a current annual maintenance agreement are provided the latest version of the software to include all customizations